

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2019	2020	YOY%
Rochester, MN #798	\$14,440	\$24,074	66.7%
Omaha, NE #733	\$19,552	\$31,698	62.1%
Sioux City, IA #656	\$11,568	\$18,725	61.9%
North Hills, PA #544	\$21,761	\$32,753	50.5%
Lincoln, NE #568	\$13,525	\$19,720	45.8%
Cedar Falls, IA #655	\$20,207	\$29,279	44.9%
St. Cloud, MN #799	\$20,586	\$29,069	41.2%
Edina, MN #797	\$30,407	\$41,517	36.5%
Lacrosse, WI #724	\$20,500	\$27,084	32.1%
Green Bay, WI #319	\$44,049	\$56,729	28.8%

District Sales Growth

District	Region	YTD%
Dustin Gasper	Northeast	9.5%
Eric Montes	Northeast	8.4%
Michele Beavan	Southeast	5.9%
Frank Cassar	Western	4.8%
Joe Ramos	Northeast	4.0%
Tony Reynolds	Western	3.9%
Denny Lynch	Western	3.9%
Ali Elali	Northeast	2.9%
Todd Bell	Western	2.5%
Shawna Vazquez	Northeast	2.1%

Birthday Sales Growth

Restaurant	2019	2020	WTD%
San Bruno, CA #444	14.9%	25.3%	10.4%
West Windsor, NJ #510	9.3%	19.4%	10.1%
Columbus, OH #557	9.0%	19.0%	10.0%
Charleston, WV #628	16.5%	25.7%	9.3%
Albuquerque, NM #339	21.1%	30.3%	9.3%
Burbank, CA #109	20.1%	29.3%	9.2%
Sherman, TX #857	13.0%	22.2%	9.2%
Newark, CA #321	18.8%	27.5%	8.7%
San Diego, CA #441	13.8%	22.4%	8.5%
Winston Salem, NC #121	11.7%	19.8%	8.1%

Tesser Remodels Sales Growth

Restaurant	2019	2020	YOY%
Vista, CA #784	\$33,626	\$41,261	22.7%
Grand Chute, WI #603	\$16,176	\$19,791	22.3%
Grand Rapids, MI #828	\$44,280	\$53,937	21.8%
Burnsville, MN #793	\$29,016	\$34,299	18.2%
N. Olmsted, OH #559	\$31,858	\$36,685	15.2%
Aurora, CO #710	\$39,237	\$45,113	15.0%
Davenport, IA #957	\$25,039	\$28,388	13.4%
Mishawaka, WI #931	\$31,740	\$35,639	12.3%
Tampa, FL #430	\$40,211	\$44,810	11.4%
S. Detroit, MI #713	\$36,553	\$40,623	11.1%

Diamond Pin Earner

The Southeast Region is beyond excited to award their next Diamond Pin earner, Gabriela Gutierrez! Gabriela joined the Chuck E. family 2 years ago, and here she is already at the Diamond Pin level - WOW! You can always find Gabriela with a huge smile on her face, and doing everything in her power to make the birthday star feel like the most important kid in the restaurant. Parents can always rest assured that everything is 110% taken care of when they have Gabriela as their Party Server. You are amazing Gabriela, your pin is very much deserved!

~ We had an amazing experience. The Manager Gary was fantastic and our Party Server Gaby was beyond amazing we couldn't ask for a better party experience. We loved every minute, it flowed so smoothly. Thanks Chuck E.! ~

~ Gaby was an amazing Party Server, we couldn't have enjoyed the party without her help. ~



Southeast Region
San Antonio, TX #593
RVP Bill Eich
AD Bill Pressel



MILESTONES-

- Reach and Achieve -

5

Joseph Oliver ~ 529

Abigail Kruse ~ 556

Karla Molina ~ 951

10

Bradford Vail ~ 338
Tech Manager

Sara Benitez ~ 442
Cast Member

Anthony Ramirez ~ 634
Asst. Tech Manager

15+

Dawn Laplume
Sr. Asst. Manager #645
20 Years



Toni Osuna

Team Torrance, CA #358

Cindy Light, DM

~ Toni was great! Professional and handled the party perfectly. ~



Julio Moran

Team West Islip, NY #511

Daniel De Los Santos, DM

~ Julio was fantastic! Great energy from the beginning to the end. He was so helpful and checked in with me very often. Anytime I had a question he made sure to answer very quickly. ~



Mia Donovan

Team Houma, LA #706

Brian Pitre, DM

~ Mia, our Party Server was so attentive and helpful! She really made the party happen! We would have been so confused without her. She deserves some recognition! ~



Let's give a big round of applause for Wayne Casey's team as they award their next Sapphire Pin earner, Sarena Taylor from Citrus Heights #329! Sarena has been part of the Chuck E. family for almost 3 years, and one of the things she loves doing more than anything is hosting birthday parties at Chuck E. She loves seeing the kid's faces light up with excitement, it makes her day. Great job Sarena on this big accomplishment, we look forward to celebrating you again very soon!

~ The party went smooth, I loved being able to enjoy my child's party. Sarena was great, she took care of us. ~

~ I loved the games. Our Party Server Sarena was amazing and very energetic. The food was good too. ~

~ Sarena was great! So sweet and attentive. We give her a 10! ~



The Western region is at it again, as another DM from that side of the country get's to award their next Sapphire Pin Earner. Congratulations to Ethan Lal from Valencia #355 as he has earned his Sapphire Pin! Ethan joined the Chuck E. family 1 year ago and as soon as you meet him you will soon realize how he moved up so quickly in the A&B Party Server program. Ethan is always going above & beyond the call of duty to make all the birthday parties the best he has ever hosted. Congratulations Ethan, your pin is very well deserved!

~ Our host Ethan was awesome! He made sure we were relaxed and the party was taken care of. The kids and guests had a great time and loved the food and fun. ~

~ Amazing! Ethan was a super host. He was patient and kind. I would definitely frequent Chuck E. Cheese if Ethan was our host again. ~

~ Great experience. Ethan did a great job. So happy and lucky to have him helping with our party. Thank you so much for everything. ~



DEAR CHUCK E...

- You're the BEST! -

I had a birthday party this morning for my daughter Olivia at the Overland Park location. Jayden was our party host and did a fantastic job! He was attentive, helpful, and kind. If I had a question or needed something he was never far off. I know it can be stressful dealing with parties for kids with a lot of people in attendance and kids running all over the place, but Jayden was cool, calm, and collected. Can you please make sure this compliment gets back to his store Manager?

Metcalf, KS #067
~ Jayden, Party Server ~
Denny Lynch, DM

This is to let you know of one of your employees that went above and beyond the call of duty, her name was Yanni. She was beyond kind and considerate to my 6 year old grandson. Some adult printed my grandson's points right out of the machine and took it before I realized what happened. When I told Yanni what happened she couldn't stop apologizing to us and felt so bad for him. She overcompensated him and made his day. This put a smile back on his face and Yanni put a smile on mine. I hope someone in management lets Yanni know she's much appreciated.

Henderson, NV #314
~ Yanni, Cast Member ~
Louis Deignan, DM



Western Region
RVP Jim Brawley

The group of people working on this day when I took my grandchildren in the morning were absolutely wonderful. They had great guest service skills. They were awesome with the kids and very polite. I was extremely impressed with the employees.

New Hartford, NY #646
~ Shawna Vazquez, DM ~

I had my son's 3rd birthday party at the Hicksville, NY location. Daniela was my host and she was amazing and attentive. Thank you, we had a great party!

Hicksville, NY #499
~ Daniela, Party Server ~
Daniel De Los Santos, DM

I would like to let you know that Veronica at the Orange, CT location is an A+ employee! She immediately offered her assistance upon stepping up near the counter. She had a smile the entire time and took her time explaining our options and searching through my coupons to get us the best deal. We really appreciated her positivity and patience. Veronica made our visit to your restaurant a great experience.

Orange, CT #468
~ Veronica, Asst. Manager ~
Yuri Pena, DM



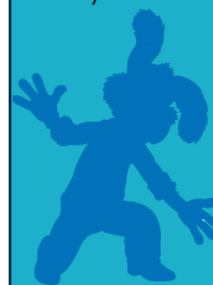
Northeast Region
RVP Chris Kelly

I just wanted to send a huge thank you to the Melbourne, FL staff. We were visiting from New York today and my 3 year old really wanted to meet Chuck E. Being Monday I know that sometimes he is unavailable, but the staff made it happen and surprised him with a big hug and cotton candy. I just hope they get recognized for their great service and making my child's day.

Melbourne, FL #699
~ Peter Panunzi, AD ~

I visited with my daughter and sister on 2/21. The cashier Damaris assisted us and educated us in the new procedures and products available. I know people usually complain with these emails but I wanted to acknowledge the service was wonderful and it's moments like this that will make me return. I believe Damaris should be recognized for her attention to my need as a guest. I felt appreciated, thank you for that!

Waterford, FL #722
~ Damaris, Cast Member ~
Seneca Gray-Robinson, DM



Southeast Region
RVP Bill Eich



THE MORE YOU KNOW...

Merchandise

Birthday Cups

Our current birthday cups are temporarily out of stock. Because of this, all restaurants will start receiving a different cup to use temporarily for birthday parties, beginning this coming week.

Item #59951

TEMPORARY BIRTHDAY CUP



Once you run out of our current birthday cup, please start using the new temporary replacement for all birthday parties.

We will notify everyone as soon as our normal birthday cup is back in stock, as well as send out further instructions on what to do with the remainder of your temporary cups.



If you have any further questions regarding the birthday cups, please reach out to merchandise@cecentertainment.com

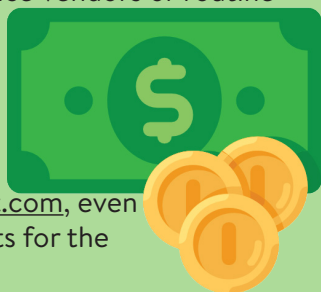
Audit

TIP OF THE WEEK

Are your Cash Paid Outs Complete?

- Emailed to paidouts@cecentertainment.com
- Signed and approved by a Manager
- Has supporting receipts and register slips
- Not used for gifts
- Not used for regular service vendors or routine items

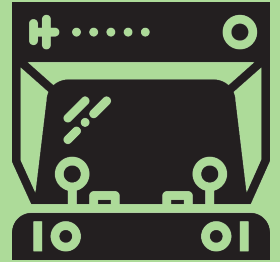
Weekly Sales Reports should be emailed every week to paidouts@cecentertainment.com, even if there are no Cash Paid Outs for the week.



Risk Management

Gameroom Safety:

- Make sure all unused electrical outlets have childproof covers on them
- Use extension cords wisely to prevent slip and fall hazards
- Make sure 'no climbing' decals are posted on games



Facilities

Ceiling Tile Leaks/Roof Leaks

Before submitting a work order for ceiling tile leaks, check above the ceiling tile(s).

It is possible that the leak is not coming from the roof or HVAC equipment.

There are pipes that could be for the sprinkler system or hot water. Knowing where the water is coming from helps the Facilities department send the correct service provider.

Merchandise

Chuck E. T-Shirts - New Design!

Orders are currently being accepted for a new t-shirt available to purchase for your Gift Shop!

Please note: There will NOT be a drop shipment of these shirts, so be sure and place your orders on your next Foland order day.

- 55253 CEC Pocket T-Shirt (SM) 12 each
- 55254 CEC Pocket T-Shirt (MED) 12 each
- 55255 CEC Pocket T-Shirt (LG) 12 each

Cost per shirt: \$3.66

Gift Shop price to guest: \$9.99 each



Need some new body forms to display your t-Shirts?

Email merchandise@cecentertainment.com and they will place that order for you!

Star Awards

Have you placed your Star Award Nomination yet?

Have you noticed a GM, DM, or Support Center employee who has gone Above & Beyond the call of duty?

Use the following link to place your nominations and reasons why you think these particular Chuck E. employees should win!

Official nominations are open until **SUNDAY, MARCH 2ND**, so nominate NOW!

<https://www.surveymonkey.com/r/StarNominations2019>



THE MORE YOU KNOW...

Marketing

Free Pizza Offer - EXTENDED!

Yes you read that right - Take the next couple of days to re-group, because next week we will be extending the free large pizza with \$5 games purchase offer!

Offer: Free large 1-topping pizza with a minimum \$5 game purchase

Dates: Monday, 3/2 - Friday, 3/6

Locations: All US corporate and participating franchise locations

Advertising: This coupon offer will be circulated through email and social media. In order to redeem, guest MUST present coupon.

* Please note: This coupon WILL NOT have a barcode, but still should be honored. *

For more details regarding this offer, please refer to the communication sent out by L&D

Marketing

Marketing POP Shipment arriving TODAY!

In today's mail everyone will be receiving a large POP shipment for a special Marketing promotion getting ready to release which includes a backdrop, standee, and microphones.

When this box arrives, please put away in a safe place until further notice.

This promotion is being held for a later date.

If you have any questions, please reach out to

marketing@cecentertainment.com



Operations



Happy Retirement to the man, the myth, the legend -

Denis Richardson.

You will be missed by so many and thank you for the impact that you had on everyone that you came into contact with.

Now, that's Hospitality!

Clare's Culinary Corner



Stuffin' Stuffed Crust

Happy 2020 everyone! With spring break right around the corner, I wanted to remind everyone of a few key pointers with Stuffed Crust Pizza.

Today's focus is my favorite pizza - Stuffed Crust. I've been in a lot of kitchens and I've seen Stuffed Crust being made a few different ways, so I wanted to give everyone a quick reminder of the standard procedure of making Chuck E.'s famous Stuffed Crust Pizza.

First: Selecting a dough

* Always go one size up! *

Pizza Size	Dough Skin Size	Screen Size
Medium	Large	Large
Large	XL	XL
XL	XL	XL

Stretch the dough out to the edge of the screen, or just off the edge for an XL

Second: Stuffing the Crust

Stretch and fold the dough over the cheese and press firmly to seal. DO NOT ROLL.

* If the pizza has a crust blowout, it's not a 10 and should be made again *

Third: Prepping the product to bake

All Stuffed Crust pizzas should be buttered pre AND post bake.

* You should use garlic butter from the make table, not from the cut table. Using butter from the cut table causes cross-contamination from raw dough to cooked dough and should be avoided. *

Operations

Entertainer of the Week

Meet Annie Casanova from San Antonio, TX #417 - This Opening Coordinator has been with Chuck E. for over 38 years and has not missed a shift at work for over 20 years! Her incredible dedication and hard work consistently prove why she should be the first 'Entertainer of the Week' for Chuck E. Southeast.



CAREER GROWTH OPPORTUNITIES

General Manager

Birmingham, AL	330
Tuscaloosa, AL	803
Rogers, AR	669
Lancaster, CA	049
Laguna Hills, CA	378
Costa Mesa, CA	421
Escondido, CA	788
Waterbury, CT	463
W. Palm Beach, FL	777
Boynton Beach, FL	781
Rapid City, SD	861
Knoxville, TN	055
Abilene, TX	582

Tech Manager

Monrovia, CA	390
San Bruno, CA	444
Cupertino, CA	786
Escondido, CA	788
Littleton, CO	115
Danvers, MA	478
Jersey City, NJ	484
Bronx, NY	641
Charlotte, NC	039
Vancouver, WA	333
Greenbay, WI	319



peter
piper
pizza

Peter Piper Pizza

Williams Field, AZ #1225
Chandler, AZ #1216
Foothills, AZ #1288

Tech Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

